



UTILITY BILLING AGENT

Monroe County Water Department

HOURLY RATE
\$22.11 PER HOUR

DEPARTMENT
Water System

POSITION SUMMARY

The Utility Billing Agent manages billing, collections, and customer-service operations for the County's water customers. Working under limited supervision, this role ensures accurate billing processes, maintains essential records, and provides high-quality service to the public.

KEY RESPONSIBILITIES

- Prepare, review, and audit water-consumption reports.
- Manage the computerized utility billing system.
- Identify customer accounts requiring meter verification and issue work-order requests.
- Correct and rerun billing reports as needed.
- Process monthly bills and delinquency reminders.
- Assess penalties on delinquent accounts.
- Maintain accurate and up-to-date billing and customer records.
- Respond professionally to customer questions, complaints, and concerns.

MINIMUM QUALIFICATIONS

- High school education plus specialized training related to the position.
- One to three years of relevant experience.

KNOWLEDGE, SKILLS & ABILITIES

- Experience handling cash and balancing receipts is preferred.
- Basic computer proficiency and accurate data-entry skills.
- Strong communication and organizational skills.
- Ability to work with the public in a professional and courteous manner.

HOW TO APPLY

Applications may be downloaded at www.Monroecoga.org under "Departments," "Human Resources," and "Employment Applications," or may be picked up at the Monroe County Commission Office, 38 West Main Street, Monday–Friday, 8:00 a.m. – 5:00 p.m.

Completed applications must be submitted:

- In person to the Monroe County Administration Office, or
- By email to the Human Resources Department at jabbott@monroecoga.org

Application Deadline: Applications will be accepted until position is filled.

Monroe County is an equal opportunity employer and a Drug Free Workplace